TechConnect
SUPPORT

Rockwell Automation

Table of contents

Welcome

Dear Valued Customer:

Congratulations on your purchase of a Rockwell Automation® TechConnect℠ Support agreement.

We are committed to providing you with immediate access to the tools and resources you need to troubleshoot problems and implement performance improvement changes related to your automation equipment.

We have designed this guide to help you obtain efficient service and maximize the benefits of your TechConnect Support agreement. Read the following information carefully and keep a copy of this guide for future reference. In addition, we encourage you to:

> Register to our support center and Knowledgebase by using this link: **rockwellautomation.custhelp.com**
>
> Fill in the following fields for easy reference to expedite service delivery:
>
> TechConnect Support Center authorization number
>
> Support telephone number

If you have any questions about TechConnect Support, use the **Find Your Local Distributor** or **Find Your Rockwell Automation Sales Office** utilities available from with the Rockwell Automation support center.

Thank you again for purchasing TechConnect Support. We look forward to helping you optimize the performance of your automation assets to meet your production and business goals.

Sincerely,

Rockwell Automation Services

1201 South Second Street | Milwaukee | WI 53204 | Tel. (414) 382-2000

Introduction

Technical troubles cause headaches and can inhibit production performance. Whether it is to quickly resolve production issues, improve training, or streamline software updates, purchasing a TechConnect℠ Support agreement can provide the knowledge and support needed to address challenges.

TechConnect support summary of benefits

Resolve issues with online support and access your support history

- Submit questions online or chat live with highly trained technical support engineers

- Use the personal portal to manage phone and online interactions, receive product notifications, and save favorite content

Immediately address issues

- Get back up and running faster with support from our product specialists, who can help install and configure, troubleshoot, or diagnose technical issues

- These specialists are ready when you need them with 24x7x365 availability

Manage training

- Meet training needs and improve employee performance with discounted access to our Learning+ subscription

Better manage software updates

- Help prevent crises, extend functionality, and improve user experiences with access to the latest software updates

Solve issues faster with Augmented Reality

- Our Digital Assist Library uses augmented reality to walk you through the proper steps to complete repair and maintenance work on Allen-Bradley products

- Use our Live View Support™ Tool to share live video feed and have an experienced technician view your equipment in real time and provide specific, detailed directions for repairing the hardware

How to contact technical support

Customers will only receive the entitlements based on the product/software listed on their contract. For example, if a Customer has Studio 5000® Subscription Software and tries to call into Technical Support for an issue on a CompactLogix™ Controller, they'll be denied support. Our Engineers will only provide support for products which are covered on the Customers active support contract. Support contracts include: TechConnect, Perpetual with Maintenance, Subscription, Toolkit, ThinManager® and ESAFE®.

Once a Customer has an active contract, there are four ways to contact our Technical Support Engineers:

1. **Phone Support:** Immediately address issues with phone support. These experts are ready when you need them 24x7x365. Once a Customer has a Software Maintenance and Support contract, they'll receive a designated authorization number that can be found within their Welcome Kit and/or within their account profile on Knowledgebase. Customers can reach our Technical Support teams by either using the main phone numbers of (TOLL FREE) 1-888-382-1583 or 1-440-646-3434. Once they call in, they'll input their authorization number for support entitlement.

2. **Chat Live:** Visit Knowledgebase to chat live with Tech Support engineers at **rockwellautomation.custhelp.com.**

3. **Forums:** See what your peers are saying, ask and answer questions and network with other industry professionals. Visit **Knowledgebase** to chat with one of our many forums.

4. **Submit a Question/Email:** When you don't need an answer right away, submit a question via email to one of our Technical Support Engineers. Visit **Knowledgebase** to submit a question.

5. Live View: Share a real-time view of what you're seeing directly with our technical experts. This capability requires the user to download the Vuforia Chalk app on their mobile device and create a free account using their email address to log in. When calling into TechConnect for support, our technical experts will share a code that can be used to unlock all features of Vuforia Chalk without the requirement of a license. This will enable a real-time view using your device's camera to assist in articulating the issue and expedite the troubleshooting process.

Maximize the value of your call

When you call for support, we ask you for the following information which you will want to have available:

1. TechConnect Support agreement authorization number

   - You can find this on your support agreement and/or wallet cards. You may also have recorded it on page 2 of this guide. If you cannot locate this number, we ask you for your name and site location.

2. Product name(s), description, and series/revision/version number

3. System configuration and components, for example, operating system, etc.

4. Sequence of events prompting your call

5. Complete error message if applicable

   - In addition, you should communicate to the telephone support specialist who answers your call the urgency of your situation so that we can respond appropriately. Use the following as a guide:

     1. If you want to ask questions and/or need support regarding issues that have minimal or no immediate impact on your operation or business, you should categorize the urgency as MEDIUM. In normal situations, you agree that it is acceptable if your issue is not resolved on an initial call.

2. If you want to ask questions and/or need support regarding issues that have a direct impact on your operation or business, you should categorize the urgency as HIGH. In high urgency situations, your system or process should remain operational but at less than full capability. In these situations, you require immediate or same day resolution if possible.

IMPORTANT: If your system or process is down and you require an immediate response, you should communicate this status to the telephone support specialist directly and classify it as VERY HIGH. In these situations, we leverage additional technical support and eingeering resources to resolve your issue quickly. We expect you to implement technical support recommendations and to be available for immediate follow-up. If this does not occur, we may downgrade the urgency of your situation.

Online support center

The **Rockwell Automation Support Center** is your online resource for technical information, support, and assistance. Increase your productivity by finding solutions to technical questions more quickly – saving both time and money. The support center lets you search the Knowledgebase for answers to your questions, interact with peers through forums, submit questions online, bookmark information using the **"Your TechConnect Account"** feature, request notifications of updates and chat with our skilled engineers.

Maintained by the same engineers who provide your TechConnect Support, the Support Center houses the **Knowledgebase**, an online database that we update with the hardware and software solutions from actual support service tickets. The Knowledgebase, included with all TechConnect support agreements, provides you with access to nearly 40,000 technical notes, documents, and solutions in your preferred language. In addition, you can submit questions and chat live with our Technical Support engineers in your local language.

For additional information about the Support Center, refer to **this service profile**.

Create an online support center (Knowledgebase) account

To begin using your TechConnect Support contract, you need to create an account. For information about how to create an account, watch the video tutorial posted to the Support Center under the **Get Help** menu or use the job aid posted in Knowledgebase Answer ID **452148**.

How to search Knowledgebase

For information about how to search the Knowledgebase, watch the video tutorial posted to the Support Center under the **Get Help** menu or use the job aid posted in Knowledgebase Answer ID **452148**.

The **Your TechConnect Account** tab acts as your personal information library. For information about how to use this feature, watch the video tutorial posted to the Support Center under the **Get Help** menu or use the job aid posted in Knowledgebase Answer ID **452166**.

Explore forums

Our forum community offers peer–to–peer support on a wide range of topics. You can search for an answer, offer a solution, or start your own forum discussion. For information about how to use the forums, watch the video tutorial posted to the Support Center under the **Get Help** menu or use the job aid posted in Knowledgebase Answer ID **452161**.

How to submit questions

The Submit Questions feature lets you email a question on a specific product to a tech support engineer. For information about how to search the Knowledgebase, watch the video tutorial posted to the Support Center under the **Get Help** menu or use the job aid posted in Knowledgebase Answer ID **44451**.

Your question is assigned a service ticket number. Our targeted email response time for TechConnect customers is 24 business hours.

Important: The "Submit Questions" feature is only available when you have entered your TechConnect Support authorization number. If you are in a down situation and need immediate assistance, do not submit an online support request. Instead, call the telephone number that is listed in your site agreement and recorded on page 3 of this guide.

How to chat live with Rockwell Automation engineers

Chat Live offers real time support from our technical support engineers. Live chats are ideal for resolving issues wherever you have internet access. Following a chat, you can print, email, or save it and reference it later using the **Your TechConnect Account** tab.

For information about how to chat, watch the video tutorial posted to the Support Center under the **Get Help** menu or use the job aid posted in Knowledgebase Answer ID **452163**.

TechConnect support options

Rockwell Automation offers progressive levels of support to meet customer business needs; see the table for all available support level options.

Support options summary

Application Support	System Support	Product Support	Self-Assist Support	Supportive Services	Description
● (orange) ● (blue)				Real-Time Application Remote Support	Design support team / Dedicated telephone and email / Documentation and code familiarization / Application knowledge management / Periodic performance reviews
● (orange)				Administration	Emergency backup / Performance tuning / Guaranteed field service call-out / Managed services
● (orange) ● (blue)	● (orange) ● (blue)			Real-Time System Remote Support	Standard product and programming software / Advanced software / Proactive follow up / Single-point resolution
● (green)	● (green)			Advanced Engineering Expertise	Get support from our system-level support engineers that have extensive experience in the industrial automation industry
● (orange) ● (blue)				Remote Monitoring	Critical assets that are monitored by automation experts. Device and/or process monitoring and alarming at a Rockwell Automation facility or remote access to historical data for troubleshooting
● (green) ● (blue)	● (green) ● (blue)	● (green) ● (blue)		Real-Time Product Phone Support	Standard product and programming software / Telephone and live chat support available in 20 languages / Remote desktop troubleshooting
● (orange)	● (orange)	● (orange)	● (orange)	Learning+ Subscription	Highly interactive learning featuring lessons, software simulations and demonstration videos to help reinforce learning concepts. Access to scheduled virtual instructor led training, featuring digital access to course materials is also included.
● (green)*	● (green)*	● (green)*		Live View Support™	An enhanced support experience connecting you with Rockwell Automation Technical experts leveraging a live video feed and augmented reality annotations.
● (green)	● (green)	● (green)		Software Maintenance II	Software update media / Emergency software replacement
● (green)	● (green)	● (green)		Genius Webinars	Extend and apply knowledge gained via access to on-demand library of online technical seminars
● (green)	● (green)	● (green)	● (green)	Digital Assist Library	Our cloud-hosted augmented reality library of work instructions. Uses augmented reality to walk you through the proper steps to complete tasks related to the repair and maintenance of Allen-Bradley® hardware.
● (green)	● (green)	● (green)	● (green)	Software Maintenance I	Software update downloads
● (green)	● (green)	● (green)	● (green)	Online Support Center Access	Knowledgebase tech notes / Interactive forums / Product notifications / Manage service tickets / Submit questions via email

● Included   ● Optional upgrade   ● Optional upgrade to 24x7x365 support

* Not available in China or Russia

Support options detailed

Support Level	Support Services Description
Application Support	You are partnered with a team of technical support engineers who are uniquely designated to support your key applications. This team visits your site, becomes familiar with the applications, and gathers system drawings and documentation. This team will become an extension of your support staff, providing technical account management and scheduled consulting time. Application Support **includes the support elements of Product Support, System Support** and the following support elements: **Real-time, Application-Level Support** *Designated support team / Dedicated telephone and email / Documentation and code familiarization / Application knowledge management / Periodic performance reviews* **Surveillance and Alarming Options** *Device and/or process monitoring and alarming at Rockwell Automation facility or remotely / Access to historical data for troubleshooting* **Application-Level Administration Option** *Emergency backup / Performance tuning / Guaranteed field service call-out*
System Support	System Support allows your calls to be routed to a group of technical support engineers with proven expertise in Rockwell Automation control systems. You will work with an engineer who manages your cases through resolution and follow-up. System Support includes the support elements of Product Support, and the following support elements: **Real-time, System-Level Support** *Standard product and programming software / Advanced software / Proactive follow up / Single-point resolution* **Advanced Engineering Expertise** *Get support from system-level support engineers that have multiple years of experience in the industrial automation industry*
Product Support	As often as your needs require, you can contact Rockwell Automation technical support engineers for real-time phone support. Our engineers have deep knowledge of our products, software and legacy hardware and can use remote desktop technology to help troubleshoot or assist in the configuration of products quickly. Product Support **includes the support elements of Self-Assist Support,** and the following support elements: **Real-time, Product-Level Support** *Standard product and programming software / Telephone and live chat support available in 20 languages / Remote desktop troubleshooting* **Learning+ Subscription** *Highly interactive learning featuring lessons, software simulations, and demonstration videos to help reinforce learning concepts. Access to scheduled virtual instructor-led training, featuring digital access to course materials is also included.* **Software Maintenance II** *Software update media / Emergency software replacement* **Live View Support** *An enhanced support experience connecting you with Rockwell Automation technical experts leveraging a live video feed and augmented reality annotations.* **Genius Webinars** *Extend and apply knowledge gained via access to on-demand library of online technical seminars*
Self-Assist Support	You can take advantage of the Knowledgebase, their online resource for technical information, support and assistance. The Knowledgebase can assist you in increasing productivity by finding solutions to technical questions more quickly – saving both time and money. The Knowledgebase is maintained by the same engineers who provide TechConnect Support and is updated with the hardware and software solutions from actual support cases. These updates are incorporated dynamically. Self-Assist includes the following support elements: **Digital Assist Library** *Our Digital Assist Library uses augmented reality to walk you through the proper steps to complete repair and maintenance work on Allen-Bradley products.* **Software Maintenance I** *Software update downloads* **Online Support Center Access** *Knowledgebase tech notes / Interactive forums / Product notifications / Manage service tickets / Submit questions via email*

Other support agreements
(Subscriptions, toolkits, ThinManager, etc.)

Perpetual software with maintenance contracts

Rockwell Automation offers a perpetual software license bundled with a Maintenance Contract. The Customer selects the term for the Maintenance Contract at the time of purchase. Customers will have instant access to the latest software updates and enhancements. These Customers will also receive access to our Knowledgebase for on-demand technical support.

Support entitlements

- Submit a question
- Software updates
- Knowledgebase
- Electronic software updates

Support upgrades available options

- 8x5 phone support
- 24x7 phone support

Subscription software contracts

Rockwell Automation offers Subscriptions licenses for Rockwell Automation Software. Subscriptions allow Customers to purchase a timed license which provides access to upgrades to future versions and technical support.

Support entitlements

- 8x5 phone support
- Chat support
- Submit a question
- Software updates
- Knowledgebase
- Electronic software updates

Support upgrades available options

- 24x7 phone support

ThinManager support

Perpetual software with maintenance and subscription

For general support questions, please contact the Rockwell Automation support line at 1-888-382-1583. For ThinManager® specific questions, direct dial into 678-735-7432 **or submit a question for electronic support.** Live phone technical support is available 8x5, or optionally 24x7. Both phone and email support are available only on product licensing/serial numbers that are covered by Software Maintenance. Furthermore, all ThinManager product licensing/serial numbers within a system need to be current in order to receive the benefits of Software Maintenance.

Support calls and/or emails on systems containing product licensing/serial numbers that are not current on Software Maintenance will be forwarded to the ThinManager Inside Sales team. A roadmap to Software Maintenance and software version currency will be detailed and quoted to customer specification. Once a purchase order is secured, immediate reinvestment in Software Maintenance coverage and reinstatement of the following benefits will occur:

- Live phone/electronic technical support eligibility
- Delivery of all new versions missed while uncovered by Software Maintenance
- Exclusive discount eligibility on training/legacy upgrades
- Trade-in credit eligibility toward V-FLEX licensing

Support Upgrades Available Options

- 24x7 Phone Support

Toolkits

Toolkits are term based, internal development software licenses which bundle software product activation, technical support and other deliverables provided to commercial program participants for internal development use. All program participants must qualify, be sponsored, and approved into the appropriate program before they can purchase a Toolkit. All participants globally must qualify and renew on an annual basis. If a customer has a Toolkit, they must have a TechConnect contract for any runtime (production) support or have sold a TechConnect contract to their end user.

Customers receive Rockwell Automation software and technical support for the software that is issued within the toolkit. We offer toolkits to participants in our OEM, System Integrator, Consultant, Educational, and Corporate Engineering Programs. Toolkit Support does not include Legacy Support or Process Safety Support. Participants may purchase a TechConnect Legacy Support and/or Process Safety Support contract through your local Rockwell Automation sales office/Rockwell Automation Distributor. For more information on Toolkits, see the information referencing Toolkits within our Knowledgebase.

ESAFE®

Customers receive technical support for condition monitoring equipment. ESAFE is its own technical support program and is not part of TechConnect Support. The guidelines that are outlined in this program guide do not apply to ESAFE.

Learning+ Subscriptions

Rockwell Automation offers optional innovative Learning+ subscriptions as a part of a TechConnect Support agreement.

- **Engaging Interactive Learning:** Each learning module contains activities, software simulations and demonstration videos to help reinforce learning concepts.
- **Earn Credits for Courses:** Each lesson has knowledge assessment, requiring 80% to pass. Upon successful completion of the course, a learner will be awarded CEUs.
- **Easy to Access:** Available on any tablet or PC using Chrome, Safari, IE, Edge or Firefox. All content is narrated, and has a viewable transcript.
- **Access to scheduled virtual instructor-led training sessions:** Sessions include lecture overview of lessons, access to digital course materials, office hours interaction with instructors and virtually demonstrated lab experiences.

Active TechConnect Customers			
FastPass	**Single User**	**Group User**	**Multi-User**
90-day access to a single course for a single user **Catalog Number: LP-3TC**	365-day access to all Learning+ content for a single user **Catalog Number: LP-SU**	365-day access to all Learning+ content with minimum user count of 10 Supervisor Dashboard included **Catalog Number: LP-GU**	365-day access to all Learning+ content with minimum user count of 50 Supervisor Dashboard included **Catalog Number: LP-MU**

TechConnect upgrade options

Updates to existing TechConnect Support Agreement and/or upgrades must be custom and quoted by Rockwell Automation. You have the following upgrade options:

- **Coverage Level:** Product, System, and Application Support agreements can be upgraded to 24x7x365 coverage (e.g., 8:00 a.m. – 5:00 p.m. to 24x7x365), which provides the option to call at any time, including weekends and holidays.
- **Support Level:** Customers may upgrade support levels (e.g., Product Support to System Support) during the term of an existing agreement.

Product family coverage

After a TechConnect Support level has been selected, the next step would be to specify the product families to be covered. Support is provided for all products that are listed within a product family (e.g., Automation Control Products) as defined **in this document**.

To provide support on older technology, we do offer Legacy TechConnect. This is a separate product family with slightly different support options. Products that are listed within the Legacy TechConnect family are supported from 8:00 a.m. – 5:00 p.m. local time only. These products are also only supported in English. Product families are updated once a year to add new products to their respective product family and to move obsolete and older technology to Legacy TechConnect. Check the product family listing in the link above for a complete list of products in each product family.

Support deliverables

When a TechConnect order is processed, we automatically ship the latest software update for current, active products (if it wasn't received or downloaded already by the customer). One software update is sent per product, per registered user. Software updates are immediately available for download, and technical support is also immediately available (upon completion of the site contract). Program authorization number (provided on support agreement sent with Welcome Kit) is recommended for efficient service delivery. Deliverables will be emailed and available via Knowledgebase. For additional copies, customers can download the deliverables from the Online Support Center.

Each new, renewed or upgraded TechConnect contract will receive the following items:

- **Support Agreement:** Contract-specific information such as support authorization number, expiration date, product family coverage and a list of registered software under support to help customers manage their licenses.
- **User Guide:** Step-by-step instructions for accessing support via telephone or web. Each program entitlement is fully detailed to help you obtain the maximum benefit.
- **Wallet Cards and Equipment Stickers:** Contract information (support numbers and websites) at your fingertips.

Important: To download updates, you must have Internet Explorer 5.5 or higher with 128-bit encryption/cipher strength and a high-speed connection. Average download speed is 5 minutes outside of peak hours, 11 a.m. to 3 p.m. ET. Some updates are available as Zip files and require the WinZip application.

Product and System Support customers (formerly referred to as DirectConnect℠ and PriorityConnect℠ customers) and ESAFE Gold and Silver customers can also receive software updates on disk for all registered products under contract. To request update disks or change registration information, contact Rockwell Automation Contract Services at 440.646.7505. Based on usage, we may choose to limit the number of disks.

Hardware calibration and repair*

Equipment calibration

Periodically, your company's procedures and processes may require you to calibrate your equipment. It is practical to check your vibration measurement equipment regularly to confirm that your data trends are accurate.

When we receive units for calibration or repair, we test, evaluate, and calibrate them to established Rockwell Automation specifications and parameters. We evaluate the test data that we extract against standards traceable to the National Institute of Standards and Technology (NIST). These standards are four times greater in accuracy than the standards of measuring and testing equipment (M&TE).

Accessory testing and replacement

During the calibration process, we replace batteries in battery-operated units with new or reconditioned batteries, if you provide the batteries with the unit. We also clean, test, and evaluate for reliability all accessories, e.g., cables, photocells, pickups, and battery chargers. We will notify you of any anomalies or need for replacement. You may provide one set of batteries and as many as two accelerometers per calibration.

We include an annual calibration in our Integrated Condition Monitoring ESAFE Support Program for Silver and Gold customers. Contact **raenteksupport@ra.rockwell.com** or call (440) 646-5800 to schedule a calibration or repair. If your equipment is not covered under the ESAFE Support Program, contact your local Allen-Bradley® distributor or Rockwell Automation sales representative for current rates and scheduling.

Equipment repair

Equipment that is covered under the Gold ESAFE Support Program includes non-neglect repairs.

Requesting calibration

You should obtain an RMA # before you send in your unit. See the next section for instructions.

When we receive an instrument at one of our repair centers, our customer service team checks it in and releases it to the repair department if it is under warranty, which is covered by an ESAFE contract or accompanied by a PO. Otherwise, we contact you to request a PO in the amount of the flat calibration or repair price. We do not begin service until we receive your PO.

Obtain an RMA

To obtain an RMA, the End User needs to contact their local Rockwell Distributor and reference their ESAFE Contract Number. The Distributor will provide an RMA to send their unit in for calibration and/or repair.

For assistance on finding a Distributor, call 1-888-382-1583 option 1 and option 3 for Customer Care.

* ESAFE support only

Glossary of terms

Augmented Reality (AR): Providing the ability to superimpose computer generated images on a user's view of the real world, providing a composite view.

Case handling: Rockwell Automation handles cases that require further investigation as a priority with automatic escalation procedures, and call the Customer back to provide a progress update if an answer is not immediately available.

Case resolution follow-up: For cases where Rockwell Automation could not confirm resolution on the initial call, the Customer will receive a proactive follow-up within one business day (target response) to confirm that the problem was resolved or continue troubleshooting, if necessary.

Educational webinar: Our Educational Webinar series is designed to help you get maximum value from our tools and services. Learn about new methods to tackle your business challenges, discover ways to unlock the hidden potential of your business and leverage the industry expertise of Rockwell Automation.

Learning+ Subscription: Innovative education and training to close the skills gap. These are on-demand, flexible employee training courses. Content available includes e-learning courses and scheduled virtual instructor led courses.

ESAFE: Product support for your condition-based maintenance solutions.

Genius webinar: Genius Webinars are monthly hour-long technical presentations that provide tips, best practices and demonstrations for our products and solutions for TechConnect customers. Topics for these webinars include: frequently asked questions to our tech support teams, most viewed Knowledgebase article topics, industry trends and more! View or download all past recordings of on-demand on Knowledgebase.

Grace Period Contract (GPC): 10-day grace period contracts may be awarded to current TechConnect customers who are requiring support for a product not listed within any of their product families on their contract. Certain rules and regulations are required to qualify for these contracts. For more information, see the "Customers without Support" section of this document.

Installed Base Evaluation™ (IBE): Is much more than simply counting parts. It's a thorough analysis of your critical plant assets and their condition. For more information please see **rockwellautomation.com**.

One-time incident support: Rockwell Automation Customer Care will offer a onetime single incident support contract to new customers (or to customers who have had a grace period contract) for $500 USD or equivalent in Local Currency. For more information, see the "Customers without Support" section of this document.

Online support center: The Rockwell Automation Support Center lets you search the Knowledgebase for answers to your questions, interact with peers through forums, submit questions online, bookmark information using the "Your TechConnect Account" feature, request notifications of updates and chat with our skilled engineers.

Technical phone support: Rockwell Automation phone support provides technical assistance for installation, configuration, troubleshooting, diagnosis, basic instruction programming and best practice recommendations. With an unlimited phone support agreement, a Customer can call as often as needed throughout the term of your Agreement. Standard hours of coverage are 8:00 a.m. to 5:00 p.m. Monday – Friday (based on your local calling time; Rockwell Automation observed holidays excluded). Information on Rockwell Automation observed holidays can be found via the Knowledgebase in article #819086.

Toolkit: For more detailed information on Toolkits and our PartnerNetwork Program, visit **rockwellautomation.com/partners** to learn more about partnering with Rockwell Automation.

Vuforia Chalk: A mobile app for Android and iOS devices provided by PTC. Connects two people via video and lets each person draw digital, 3D annotations that "stick" to a physical object.

Vuforia Libraries: PTC Vuforia is a comprehensive, scalable enterprise AR platform that helps address workforce challenges.

Welcome kit: Essential support agreement information, support authorization number, local support telephone number, and user guide.telephone number, and user guide.

Useful links

Rockwell Automation website

Knowledgebase and online support center

TechConnect product family guide

North America TechConnect direct dial guide

Software registration transfer

Remote support programs

MyRockwell software portal

Software maintenance and support program guide

Rockwell Automation E-Learning training

Rockwell Automation